



COUNTY OF LOS ANGELES  
DEPARTMENT OF PARKS AND RECREATION  
*"Creating Community Through People, Parks and Programs"*

Russ Guiney, Director

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TO: Supervisor Michael D. Antonovich, Chair  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

FROM: Russ Guiney  
Director

Stephen Smith, Captain  
Sheriff's Department Parks Bureau

SUBJECT: **REQUEST TO REVIEW HOLLYWOOD BOWL SECURITY  
OPERATIONS AND IDENTIFY ANY RISKS TO PUBLIC SAFETY**

**Background**

The Hollywood Bowl Regional Entertainment Complex (Bowl) is owned by the County of Los Angeles (County) and is under the jurisdiction of the Department of Parks and Recreation (Parks) which operates by lease agreement with the Los Angeles Philharmonic Association (LAPA).

LAPA through itself and its predecessor institutions has presented musical and theatrical events at the Bowl since 1922. The current lease agreement was signed in June 2004 and expires on June 30, 2034.

The lease agreement provides in Section 7.2, (a), (iii) that among other things LAPA shall provide: "supervision of security for all events and rehearsals which shall include disaster preparedness and crowd control programs."

The normal Bowl season runs from April to November each year with events occurring nightly six to seven days per week and day events occurring weekdays, for six weeks during the summer. Patrons are admitted to these events through paid admissions. There is also a museum and picnic areas on the grounds which are generally available free of charge when the grounds are open, which is approximately 10:00 a.m. daily until show time which is about 5:00 or 6:00 p.m.

The Bowl Theater seats approximately 18,000 patrons and the average yearly attendance is approximately 1.2 million. Events range from day time children events/workshops to evening classical music events to rock and roll concerts with top name entertainers.

### **Security Overview**

The Bowl management staff responsible for oversight of security has an average of 35 years experience working at the Bowl in this capacity. Some of the staff has worked at other heavily used local entertainment venues such as the Los Angeles Coliseum and Rose Bowl. They have also worked at other venues and events across the nation such as security operations for National Football League Super Bowl games.

Security managers are involved in training and attend the latest seminars on entertainment venue security management, crowd control, and related subjects. They are also in communication with similar entertainment venues to discuss individual incidents and trends affecting the industry.

The Bowl has in place a number of staffing and operational plans geared to different types of events and different levels of security needs. These include deployment levels of staff as it relates to attendance and types of events. The plans are implemented by staff based on extensive experience operating the Bowl and in consultation with an on-site contract security firm. In addition there is constant communication with local law enforcement including updates on issues involving everything from local security concerns to national security threats and terrorist warnings for high profile entertainment venues.

Security managers are also in contact with other entertainment venues world-wide and get the latest information on groups that will be coming to the Bowl to determine what types of security issues may have occurred at the group's most recent concerts.

During each concert security personnel keep track of unruly patrons by filling out field identification cards to better track repeat offenders and avoid future incidents. After each concert, follow-up incident reports are completed to create a record of what occurred.

Given the number of patrons utilizing the Bowl each year security incidents are relatively low and range from admonishing guests to not smoke or disturb other guests, to ejection from the theater, to the rare arrest and physical detention of an unruly patron. During the 2011 season ejections from the theater numbered 47; there were six (6) private person's arrests on the property. These numbers reflect a typical year.

### **Security Deployment**

The plans noted above provide for several levels of staff deployment which generally number from 20 to 200.

These plans allow security management staff to quickly increase security deployment as needed. This might occur when specific information is received which would affect the security plan. Examples of such occurrences may be when an artist decides at the last minute to perform in the crowd, necessitating additional security to escort the performer.

All staff members at the Bowl have some level of responsibility in the area of security. Parking personnel are instructed to direct cars based on their parking passes; ushers are responsible for the ingress/egress of patrons using the theatre, as well as ensuring they are seated in the correct locations and that they adhere to the policies of the theatre; security staff check patrons' belongings prior to admission to verify that items are "Bowl appropriate" as well as responding to staff calls on the orderliness of guests.

### **Security Incident Management**

When a security incident occurs, the Bowl management staff is alerted and appropriate action taken. All incidents are evaluated and acted on from minor to major incidents. An example of a minor incident may be a patron smoking in the theatre, not realizing the theatre policies, only to be informed by security. An example of a major security incident may be an assault on a patron by another patron. This action would result in an eviction of the disturbing party and possibly a charge of battery, initiated by the patron. Each situation that occurs is evaluated and staff is directed to proceed accordingly.

### **Security Operations**

LAPA has a contract with Contemporary Services Corporation (CSC) to provide event security at the Bowl. CSC is responsible for among other things building access control, bag checks upon entry, assisting ushers in resolving seating disputes, identification checks for alcohol purchases or possession and ejection of patrons when necessary. CSC employees are required to complete State of California certified Security Guard Training. They wear a distinctive yellow jacket uniform. They do not carry weapons or handcuffs. CSC also provides security at the Los Angeles Coliseum and the Rose Bowl.

### **Law Enforcement Operations**

Presently there are informal Law Enforcement Agreements between the Los Angeles County Sheriff's Department (LASD) and the Los Angeles Police Department (LAPD). This relationship is currently being defined in a new Memorandum of Agreement (MOA) being developed by the LASD and LAPD. The new agreement that is currently in the signature phase between the two agencies will provide a formalized method of the delivery of law enforcement services to the Hollywood Bowl. Most significantly, it will formally define how each agency will respond to emergent situations requiring law enforcement action at the Hollywood Bowl.

### **Traffic Control Operations**

Smooth and efficient management of vehicular traffic is critical to operations of the Bowl during a concert or special event. This is handled by the Los Angeles City Department of Transportation (LADOT). This agency has primary jurisdiction given the surface streets surrounding the venue are in the City of Los Angeles. LAPA contracts with LADOT for any event requiring traffic control on the streets in and around the Bowl.

### **Conclusions and Recommendations**

As with any public venue or event, eliminating all security risks is not possible. However, given the very positive track record of the Bowl and the high numbers of patrons served and low numbers of security incidents, it is apparent that security management is being handled in a very professional manner and at an appropriate level.

No major overhaul or change to security operations is called for at this time. The following recommendations will be implemented:

- 1) While plans are in place to quickly expand security to meet needs as necessary a template will be created to provide a better definition of roles and responsibilities for individuals and utilization of facilities. This new plan will be formatted consistent with Action Plans currently utilized by law enforcement. As part of this change, prior notification to both LASD and LAPD will be made by staff about potential issues of concern to allow for better coordination of effort.
- 2) The Los Angeles County Sheriff's Department and the Los Angeles Police Department are finalizing their Memorandum of Agreement as noted in the Law Enforcement Operations Section above regarding policing of the Bowl. As stated earlier, this Memorandum of Agreement will formalize the relationships between the two agencies involving the Hollywood Bowl and will better define and document how each agency will respond to situations that require law enforcement.

- 3) Camera systems at the Hollywood Bowl will be shared, to the extent legally possible, with both LASD and LAPD. This will enable both agencies to see in real time the operational picture of an evolving law enforcement event. This will be balanced against the privacy concerns and legal restrictions of the artists and the Hollywood Bowl patrons.
- 4) Several gates controlling after hours access to the theater are being studied for possible improvements. Any changes will be in conformance with the approved Hollywood Bowl Design Guidelines and reviewed by the Hollywood Bowl Executive Committee for Capital Improvements.

*RG:ee(11/HBSECOPSFINALDRAFT)*

c: William T Fujioka, Chief Executive Officer  
Rita Robinson, Deputy Chief Executive Officer  
Sachi A. Hamai, Executive Office, Board of Supervisors  
Park Deputies